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Se'lesa Bivens

SKILLS

- **Technical Support:** Proven ability to provide world-class technical support, troubleshoot issues, and deliver effective solutions.
- **Communication and Collaboration:** Excellent communication skills and a strong team player, adept at effectively communicating complex technical concepts to both technical and non-technical individuals.
- **Problem Solving:** Attentive listener with a keen eye for detail, capable of identifying and resolving issues promptly and efficiently.
- **Time Management:** Skilled at managing multiple tasks and priorities, ensuring timely resolution of customer inquiries and meeting service level agreements.
- **Adaptability:** Culturally sensitive and open to criticism, able to work effectively with diverse teams and adapt to changing circumstances.
- **Sales and Communication:** Excellent sales pitch and customer service skills, capable of understanding customer needs and delivering tailored solutions.

Objective:

Customer focused professional with a strong background in providing technical support and a proven track record of delivering exceptional service.

EXPERIENCE

September 2022 - Current

Allied Universal

- Provided exceptional customer support as a security officer, addressing concerns and resolving issues promptly.
- Utilized strong communication skills to train employees and supervisors on job responsibilities, ensuring adherence to protocols.

- Proficiently used Excel sheets for tracking and handling mailing information, demonstrating strong technical aptitude.
- Managed new hire onboarding, instructing them on job duties and briefing supervisors on job site technology and details.
- Utilized radio and company phone for effective communication and reporting.

February 2020 - April 2022

Sales Associate - WaWa

- Delivered excellent customer service as a sales associate, ensuring customer satisfaction and efficient store operations.
- Rotated positions as needed, demonstrating adaptability and a willingness to contribute to various areas of the store.
- Trained and briefed new hires on job responsibilities, ensuring adherence to company standards.
- Utilized strong communication and customer service skills to assist customers in selecting products.

June 2018 - May 2022

Front Desk Associate & Media Specialist - Bethune

- Managed paperwork and filing for student service hours records, ensuring accuracy and organization.
- Handled communication with students, addressing data changes and providing timely assistance.
- Effectively managed social media accounts, optimizing content for increased visibility and engagement.
- Responded to emails and promoted school events through local and social media channels.

EDUCATION

Bachelor of Criminal Justice

Bethune Cookman University, Daytona Beach

August 2015 - May 2020